



Job Title:	Heart Support Co-ordinator
Job Status:	Permanent, Full-time
Location:	Rathmines- Hybrid
Report to:	Heart Failure Services Manager

The Irish Heart Foundation is a community of people who fight to protect the cardiovascular health of everyone in Ireland. Together we are working to eliminate preventable death and disability from heart disease and stroke, and to support and care for those living with these life-changing conditions. We work to achieve this by:

- Caring for and speaking out for people in the community living with heart conditions and stroke, and their families
- Innovating and leading in health promotion and prevention to change health behaviours and reduce cardiovascular risk
- Building a nation of lifesavers through CPR training
- Campaigning and advocating for policies that support people to live healthier lives
- Information provision

We currently have over 100 employees and over 100 volunteers working towards the Company's vision of a future where no hearts are broken by preventable heart disease.

The Role

The Irish Heart Foundation Heart Failure Service aims to empower individuals living with heart failure to manage their health and well-being independently. This is achieved through various offerings, including heart failure support services such as counselling, peer support, digital resources, and a structured support call service called Heart Connect.

The role of the Heart Support Co-ordinator involves;

Key Responsibilities:

Heart Connect Service Provision

- Conducting regular, structured support phone calls with members diagnosed with Heart Failure.
- Utilising internal systems and databases to accurately record and report data from these calls.
- Performing necessary follow-up actions from calls, including making referrals to internal and external services.

- Escalating or directing any incidents or issues to the appropriate personnel.
- Tracking service statistics and contributing to various reports.

Print and Digital Information, Content and events

- Assisting with content development of both print and digital information.
- Assisting with the distribution of both print and digital information to health care professional and IHF members.
- Identify members interested in providing testimonials or sharing their stories and facilitate the process.
- Assisting with the organisation of in-person and online events/meetings such as online peer support groups and information meetings

Volunteer support:

- Oversee and support an assigned volunteer(s) who will assist with various aspects of your work.

Service Evaluation and improvement and promotion:

- Participate in evaluating patient support services and assessing their impact on patients.
- Administer and document patient self-reported outcome tools and surveys as required.
- Facilitate heart failure patient service improvement meetings
- Work with Management and the Patient Support Team to integrate and promote our heart support services among patients and professionals, thereby raising awareness and boosting referrals.

Other Duties

- Adhoc cover for the IHF Receptionist may be required

Skills and Experience required:

- Skilled and confident in phone communication, adept at addressing serious psychological and emotional issues.
- 1- 2 years of proven experience in supporting clients with diverse physical, emotional, and psychological needs, capable of handling difficult or unexpected reactions.
- Strong computer and administrative skills, with advanced proficiency in the Microsoft Office suite, particularly Excel and MS Word.
- Ability to work independently and collaboratively within a team.
- Experience in networking and referring clients to other health professionals and support organizations for chronic illness care is essential.
- Reliable and adaptable approach.

- Committed to a strong client-centered approach.

Desirable

- A qualification in social care, healthcare, or a related field.
- Experience supporting individuals with disabilities and/or chronic health or neurological conditions.
- Proven ability to assess client needs effectively.
- Prior experience using a CRM or patient management database.

Benefits of working with Irish Heart Foundation:

Flexible working with our Hybrid model, our employees enjoy more flexibility working from home and our office location in Rathmines. The offices are open 5 days however as per our Hybrid Model, you are only required to work 2 days in the office (Mondays and Thursdays), or more if preferable.

We provide benefits to help you protect your health and financial security; and give you peace of mind.

- Pension scheme with employer contributions, from day 1 of service
- Life assurance, from day 1 of service
- Income continuance/disability benefit, from day 1 of service
- Paid Maternity leave
- Sick leave policy
- Generous annual leave policy to include company days
- Employee assistance Programme
- A wonderful office we are proud of with excellent working, kitchen and changing facilities
- Events organised by Social club and Health and Well-being Committee
- CPR Training

We also invest in your career growth with development resources that give you the opportunity to stretch and shine.

Details of Application process

To apply please provide an up-to-date curriculum vitae and cover letter outlining how you suit the post by email to Klara O'Malley, HR Manager.

Email: hr@irishheart.ie

The closing date for this position is 13th September 2024

The Irish Heart Foundation is an equal opportunities employer.

The Irish Heart Foundation has a no smoking policy. Employees are not permitted to smoke whilst undertaking any duties on behalf of the Foundation.